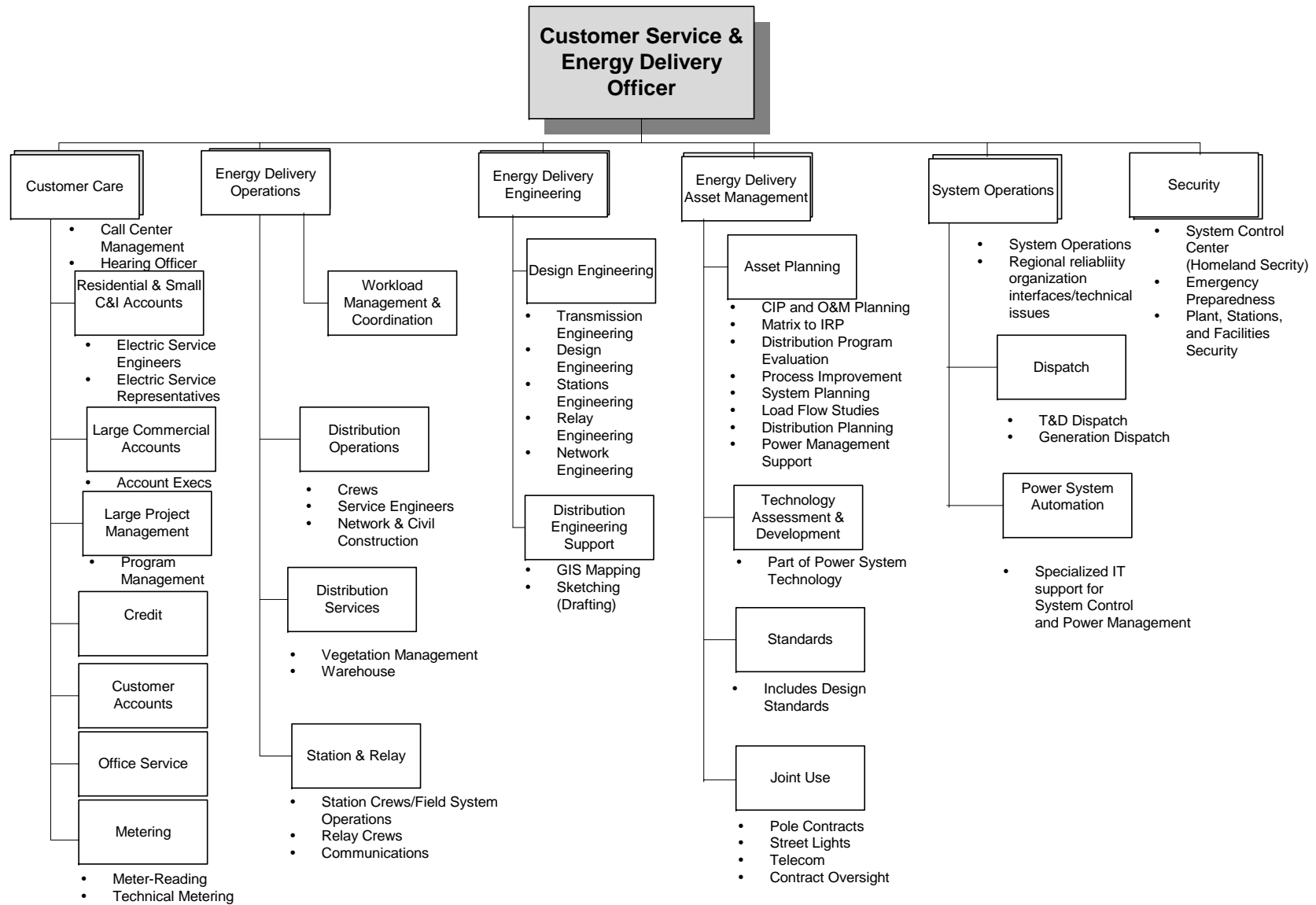


CUSTOMER SERVICE & ENERGY DELIVERY



Focus and Charter:

Provide high level of customer service satisfaction through single point of customer contact

Optimize deployment of resources through work load management

Focus engineering service to serve utility business needs

Provide asset management tools and skills to effectively utilize capital and O&M funds and evaluate technology opportunities

Dispatch power system to provide customers with safe, reliable power

Secure power plants, facilities, and distribution systems